**Questions asked of the York St John Presentation and answered in the Chat**

**Claire Browne Q: will you do love your library online this year, or do you still have physical space to use?**

Claire, we will probably offer a combination. They will be able to pick up postcards in the library and return them to a bin where we can handle them appropriately. But there will be an online version as well. Anything we can do to make them feel they are interacting on campus is a plus.

**Audrey Cobb Q what booking system are you using + lots of other questions around this**

For Audrey et al, we are using LibCal Seats from Springshare, which we've found to be very good. We unfortunately already had an equipment loan system, or I would have used theirs for that as well. We also have a separate timetabling system for booking classrooms, so we haven't done any group bookings online for the library space. We have multiple study spaces throughout the campus, as other staff saw it, they wanted it. We allow bookings up to six hours up to twice and day and 30 booking per month per type of space (PC, Mac, study). We increased it when people complained, and because we did have fewer people on campus than we expected.

As for booking compliance, we do hourly checks of numbers compared to the bookings we have. We also tend to find that those who don't follow mask rules are also those who don't following booking rule in many cases. :)

We have extended bookable spaces to other parts of the university, which allows for variety and various needs. And the bookings have allowed us to not just register and adjust to need, but to point out to students that, at least with a booking system, they know ahead of time there will be space if they have booked. We do keep a few spaces free in two buildings for emergeny situations, but do not advertise that they are there. Also, we halved the annual fee for external subscribers to the library because we are not allowing them to book space, prioritising students.

**Sarah Boateng Q how many laptops do you have to loan and how did you decide the loan period of one week?**

We have about 20 student loan laptops right now and another 15 ipads. We used to offer a combination of 1 week or 1 day before COVID, but everyone wanted the 1 week ones, and since now many students are only on campus once a week, making them all one week seemed the best way to go. They are allowed to renew or check out another one once. We are working on getting more laptops back from staff working from home (who are strangely adverse to giving them back!).

**Stephanie Chang Q: how do you manage the free postal returns?**

We use ClickSit for our free returns of both books and laptops. Very responsive and helpful, although you do have to take your resources to a local office to have it posted.

**Lorna Thompson Q Is your fine amnesty continuing for the forseeable future?**

Our fines amnesty ended at the end of October. We advertised the end via email, social media, in the library quite a lot, so we've luckily had no complaints about fines going back into effect. But we have been generous with not pursuing students who have left as long as they returned their books since.

**Sarah Boateng Q What customer satisfaction mechanisms have you used?**

Customer satisfaction is an issue. As Jonathan mentioned, our physical feedback wall was very popular, but no one is using the online one, despite advertising. I suspect they spend enough time online. And we don't have the satisfaction kiosks out now for obvious reasons. However, all calls filed in our online portal send out a feedback request when the call is closed, and we also log all questions and comments received at the desk in the same system (with a 'Quick Close' functionality so it doesn't require more work than entering it).  We will also be doing our regular survey events such as Love Your Library, but I think this is definitely an area that needs more attention in these times.